



SOUTH DAKOTA 9-1-1 COORDINATION BOARD
MEETING MINUTES (DRAFT) FOR APRIL 14, 2016
VIA TELECONFERENCE

Board members present: Brown, DeNeui, Haines, Harding, Jaeger, McPeck, Miller, Reinesch, Rufledt, Sawvell, Serr

Board Members Absent: None

Staff Present: Shawnie Rechtenbaugh (State 9-1-1 Coordinator)

Others present: Sara Weston (LR Kimball), Christy Hayes (GeoComm), Bob Mercer (reporter), Tony Mangan (DPS)

I. Call to Order and Roll Call

The meeting was called to order at 10:00am CDT by Rufledt. Roll call was taken and a quorum was present.

II. Approval of Agenda

Motion to approve the meeting agenda with changes noted.

Moved by: Harding Seconded by: Miller

Discussion: None

Roll call vote: 11 yeas, 0 nays. Motion Carried unanimously.

III. Approval of Meeting Minutes

Motion to approve the December 10, 2015 meeting minutes as presented.

Moved by: Jaeger Seconded by: DeNeui

Discussion: None

Roll call vote: 11 yeas, 0 nays. Motion carried unanimously.

IV. NG911 Project Updates

A. GeoComm Project

Christy Hayes from GeoComm provided an update to the board. In January they were onsite and held two regional trainings, in Rapid City and Huron, with 65-70 people in attendance. GeoComm presented the GIS workflows and provided training on how to use the DIMES system. The DIMES system will allow the counties to upload their data to GeoComm anytime they have changes or updates which will feed into the statewide GIS dataset. This statewide GIS dataset will be used for call routing in the NG911 system. The project goal is to have all counties at a match rate of 98%. This is the NENA recommended match rate. The DIMES system is live now and we have at least 32 counties already map data is in the system. Since the system has gone live we saw 11 counties upload in March and 2 more in just the last two weeks. This is really good as it usually takes several months before you start seeing larger numbers of counties uploading on a regular basis. Technically we are in maintenance mode for the project. We will continue to accept the data as often as counties want to submit and then in turn we will give a report to the State each month to show the progress towards that 98% match rate. Jaeger asked how much discrepancy GeoComm is seeing in the data submitted during this second round. Hayes said there are many factors that affect the data so it is hard to put a number on that. But did say the counties are making good progress. We are looking for progress, not perfection.

B. TCS Project Update

1. Rechtenbaugh provided a handout to the board. Since May of 2015 we have cut 9 PSAPs over to the new xT911 phone system – Pennington County, Brookings PD, Metro Communications, Winner PD, Mitchell PD, Central SD Communications, Brown County, North Central Regional 911, and Watertown PD. We have made 3 cuts since our last meeting. While the cuts went quite well in all three cases, we have had some issues to work on with each since then. While we make strides to fix issues, there are always new ones to deal with. That is the nature of a system. We won't ever be without any tickets. We are taking lessons learned from each install and each issue that crops up. I am working with a few PSAPs to get them to submit trouble tickets. At times the PSAPs think they don't want to complain, but the tickets are so important to be able to track issues and find them resolution as quickly as possible.

During the last month we finally got resolution to the IRR issue at Mitchell PSAP. This was a very difficult issue and took much longer than anyone would have like for it to have taken. Mitchell radio system is not compatible with the xT911 system and therefore the audio levels never could be adjusted in a manner that the IRR could work properly. In the end they started using their existing radio system for the IRR feature and now that service is restored in the PSAP.

Several other PSAPs are in various levels of preparation for upcoming cuts. This is a very labor intensive time and we are very cautious and do not cut if all of the issues have been worked out.

Rufledt reported that the Administrative Committee met with TCS reps yesterday in Pierre. As you remember, we had some issues early on and at one point had withheld payment until they got those items resolved. We are trying to be more proactive to address some communication issues we are seeing. Additional, with the Comtech take over we also thought it was a good time to meet with the new leadership. Laurie Hickok, Danny McGinnis and Matt Hayes all traveled in to meet with us in Pierre. We had an opportunity to go over our list of concerns and we want to give them a chance to address those items. We are getting into a really complicated part of the project as we move toward the ESInet deployment and as we are cutting over the smaller PSAPs to xT911. For many of the smaller PSAPs they often have even less technical resources which can create real challenges for Comtech identifying how their system is put together today. We expect Comtech to adapt their processes so they can extract the information they need to understand the set up in each PSAP. Our project has not stopped, because of this meeting. The intent of the meeting yesterday was to head off any other larger problems and address these issues early.

2. ESInet – Comtech has been communicating with the carriers in preparation for their connections into the new TCS ingress point. The state team has been working with both GeoComm and Comtech to develop a timeline and the steps of the call routing process via monthly calls with both vendors. We are still early in those discussions, but they bring forth important questions that the state has had to work to answer for the next steps can be accomplished. Rufledt reported we will come back to the board in the near future related to some additional network costs that we will need to cover. We are still determining what those costs are and making sure we do this in the best manner possible to keep those costs at a reasonable level but also get the best network for SD. We may need to call a special meeting if it comes up quickly, so keep that in mind.

C. Network Users Group

The network users group meets via teleconference each month. They have been inviting the PSAP who cuts next to the calls to provide support and ask last minute questions. I will ask Aimee or Cindy to be on our next board call meeting to speak for the group.

V. Mitchell Request

Mitchell has had issues with the functionality of the IRR since they cut over to the system on Sept. 30, 2015. The issues continued over 6 months and IRR is a critical need for the PSAP. In the end it was determined that the type and style of the radio console they have is not compatible with the xT911 system. The PSAP radio vendor suggested the solution of using their current recorder to get IRR. This was configured at the end of March and the PSAP is functioning with IRR now. Unfortunately, it took much longer than anyone would have liked as all parties involved were trying to problem solve the issues and find a resolution. Costs associated with having any of the PSAPs vendors on-site in preparation for the cut and during have been the responsibility of the PSAP. However, in this case, due to all of the other circumstances, the Mitchell PD has requested the board consider reimbursement of \$3,096.50 in radio service calls between November 24th through March 29th.

Motion to approve payment of \$3,097.50 in radio bills for Mitchell.

Moved by: Reinesch Seconded by: DeNeui

Discussion: DeNeui wanted to confirm that we shouldn't have additional costs related to this in the future? Ruffedt stated we expect we can take what was learned from the Mitchell situation and be able to head this off with any of the other PSAPs who have Zetron equipment. McPeck asked if the bill included the cost for replacement of a headset and base station. Haines confirmed that it did not. Harding stated he felt any issues like this should always be handled as a reimbursement and not a case where the board accepts invoices and pays them. Haines commented that these radio service calls were at the request of TCS after they had completed work on the system. Mostly related to readjusting radio levels. Jaeger stated this does not mean the board would pay vendor costs for all PSAPs coming onto the system. This was an extenuating circumstance and any other requests would always needed to be looked at one by one before any consideration would be given.

Roll call vote: 10 yeas, 0 nays. 1 Motion carried unanimously.

VI. Condition Statement and Collections Report

I don't have the most recent collections report. It will be done in the next day or so. I will send to the board as soon as I get it. If you look at the condition statement, you will see the 2% prepaid revenue for March was 83,476. The 74% share of the \$1.25 surcharge which goes to the 911 Coordination Fund for March was \$219,045. Total balance in the 911 Coordination Fund is \$7,117,895.

Ruffedt asked if Kimball could provide a contract update at the next board meeting. Update the board on how much of the contract is left, what items, etc. Rechtenbaugh will work with Sara Weston to gather the necessary information for this update at the next meeting.

VII. Other Business.

- A. **Next meeting date.** June 9, 2016. 10:00 am. May have a few members unable to attend. Gary and Don. Rick no. Michelle may not
- B. **NASNA/NENA Conference.** The NASNA (National Association of State 911 Administrators) meeting will take place on June 11-12, 2016 in Indianapolis, IN. The NENA Conference will take place June 11-15th in the same location. I will be on a panel arranged by the National 911 office to talk about the intra-state project that Minnesota, Iowa, North Dakota and South Dakota are working on. Call transfers between Minn and ND will be tested soon. Working to be able to transfer the data with the calls across state lines and develop a "playbook" for the rest of the nation to use as they navigate that process.
- C. **911 Annual Financial Reports.** The reports were due March 31st. Most all of the reports have been submitted. I have just a handful of reports that are pending. Two that asked for extensions, 2 with no response, and the other 3-4 are providing some additional explanation

I asked for in order to reach approval. At the next board meeting I should have a full report for the board to review.

VIII. Public Comment

There was no public comment.

IX. Adjourn

Motion to adjourn the meeting.

Moved by: Harding Seconded by: Serr

Discussion: None

Roll call vote: 11 yeas, 0 nays. Motion Carried unanimously.

Meeting adjourned at 11:21 am central time.